

MINUTES OF THE
MAG PSAP MANAGERS GROUP MEETING

July 26, 2001
Mesa Communications
Mesa, AZ

MEMBERS ATTENDING

Susan MacFarlane, Chairperson	Ramsey Beckstead, Scottsdale
*Dan Scott, Apache Junction	*Ken Blume, Surprise
*Katie Post, Avondale	Lydia Piná for Arleen Caruth, Tempe
*Velma Washington, Buckeye	*Jeff Walter, Tolleson
Richard Speer, Chandler	*Ronnie Miller, Wickenburg
Michelle Busch, El Mirage	+Carol McLeod, ASU
*Janet Laird, Gilbert	+Barbara Jaeger, ADOA
Sherrie Clark for Sheila Pattee, Glendale	*+Fred Christley, Capitol Police
Chris Nadeau, Goodyear	+Debbie Henry, DPS
Joe Noce, Mesa	*+Mark Bach, Ft. McDowell Yavapai Nation
Laura Lightner for Tom Melton, Maricopa County	*+Arnold Castro, Luke AFB
Bruce Barrows, Paradise Valley	*+Louise Smith, Phoenix
Viola Bent, Peoria	+Ellen Anderson for Joe Gibson, Rural
*Curtis Thomas, Salt River Pima-Maricopa Indian Community	Metro/Southwest Ambulance

* Those members neither present nor represented by proxy.
+ Ex-Officio member.

OTHERS PRESENT

Mary Watts, ASU	Gus Meyers, Qwest
Mary Dysinger-Franklin, Phoenix	Penelope Meyers, Phoenix
Lisa Sheridan, Qwest	Tami deRuiter, Phoenix
Bob Bobbett, Qwest	Sherrie Clark, Glendale
Mark Mahoney, Phoenix	Tom Klein, Qwest
Jim Martin, Pinal County	Jean Maiocco, Phoenix
Sandra Gilstad, Pinal County	Patti Walton, Chandler
Enrique Isaguirre, El Mirage	James Call, Qwest
Mary Leonard, Phoenix	Cathy Gura, Chandler
Calvin Hess, Pinal County	Blake McClelland, Phoenix
Andy MacFarlane, Phoenix	

1. Call to Order

Susan MacFarlane, chairperson, called the meeting to order at 9:10 a.m. Self-introductions were made.

2. Approval of the May 24, 2001 PSAP Managers Meeting Minutes

Joe Noce moved, Ramsey Beckstead seconded, and it was unanimously carried to approve the May 24, 2001 PSAP Manager's meeting minutes.

3 MSAG Information Report

Jean Maiocco discussed the process of switching the MSAG to postal standards. She also mentioned that the two 911 Net classes that were held went well and that if anyone was unable to attend or needed one-on-one training to give her a call and she would be happy to come out and help.

Susan mentioned that if there is interest in setting up another class they could certainly do that.

4. Qwest 911 Account Team Report

Bob Bobbett, Qwest, reported that Citizens' purchase of Qwest central offices (CO) has collapsed so the COs in our county that were going to go to Citizens is back with Qwest.

Bob was happy to report that they will be sponsoring the 911-Day at the ballpark this year on September 11.

5. Qwest Maintenance Report

Tom Klein, Qwest, reported that they have put together step-by-step procedures for the upgrades that will be taking place for the new area code and SS7 upgrade. And that the technicians will be fully trained and will be signing off as they perform each of the steps outlined in the procedure.

6. ADOA Report

Barbara Jaeger said that the new tax of .37 will almost double the revenue. Along with this new tax the legislature is required to form a study committee to review 911 and give a report to the governors office by December. The tax law also changed to allow up to one percent of the three percent administrative portion for local network management.

Barbara discussed the upgrades that are going on around the state. She also talked about the Tucson Phase I project. There are three providers online and Sprint is in the testing phase. They have contracts with four others.

7. 911 System Consultant Study

Contact One, Inc. the consulting team hired to review the Maricopa County 911 system

has been in the valley several times. They have interviewed employees at the PSAPs, as well as employees at ADOA, GIS personnel throughout the county, and Qwest.

Susan MacFarlane advised that Contact One will be providing an executive level presentation of their findings and recommendations at MAG on October 4. This presentation is an opportunity for those involved with 911 in Maricopa County to be informed of the state of the system

8. Area Code Split

Andy MacFarlane, Phoenix Fire Department, attended the technical training that Qwest provided on the SS7 upgrade and area code split and gave a presentation on what he had learned and how the upgrades to the system may affect our system. He mentioned that there are 3 major changes that Qwest will be making. One is the conversion at all PSAPs for the 10 digit ANI, another is the implementation of SS7 in part of our network and along with that will be the intertandem transfer. There was discussion on how this affects the PSAP and possible alternatives to having their calls go to there normal make busy site.

9. SS7 Upgrade

Andy MacFarlane covered this agenda item in his presentation.

10. Busy Study

The state has agreed to fund a busy study for our countywide system. It started on July 1 and should be completed by the end of July with a report from Qwest by mid August.

11. Impact of Rolling Black Outs on 911

Qwest has assured us that they have generators at every site and there should not be any problems on their side. The PSAPs have their systems in place and there is no anticipation of any brown outs or black outs but if it does happen there shouldn't be any impact on 911.

12. Legislative Update

Susan reiterated what Barbara had mentioned earlier regarding the 1/3 of the 3 percent administrative portion that is now allowed for local network management. ADOA has mentioned that they would be providing it to the local jurisdictions on a quarterly basis with the first payment planned for around the first of November. Susan mentioned that we would be looking at the 5-year management plan to possibly fund some of the needs identified for our system. We estimate \$120,000 per year will be available for our system.

13. 911 Customer Premise Equipment Maintenance RFP

Susan advised that we have extended the maintenance contract on a month-to-month basis until the RFP has been completed. The responses to the RFP have been submitted and the evaluation team will begin the review tomorrow.

14. Arizona Missing/Abducted Child Alert Plan Update

Laura Lightner, MCSO, provided a letter sent out regarding the kick off for July 31. All those interested are encouraged to attend. This should be a media event and agencies may be getting questions about this plan. Laura says she has seen the final draft of the plan and will ask Tom if possible to provide it at the next meeting.

Next meeting was scheduled for Thursday, September 27, 2001 at 9:00 a.m. The meeting will be held at:

**Phoenix Fire Training Academy
2430 S 22nd Ave.
Phoenix, AZ 85009**

The meeting was adjourned at 10:48 a.m.